Accountability Report

2015–2016

Service Nova Scotia

NOVA SCOTIA

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Accountability Statement

The Accountability Report for the Office of Service Nova Scotia for the year ended March 31, 2016 is prepared pursuant to the *Finance Act* and government policies and guidelines. These authorities require the reporting of outcomes against the Office's Statement of Mandate for the fiscal year just ended. The reporting of the Office's outcomes necessarily includes estimates, judgments and opinions by Office management.

We acknowledge that this Accountability Report is the responsibility of Service Nova Scotia management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the Office of Service Nova Scotia 2015/16 Statement of Mandate.

Original signed by

Hon. Mark Furey
Minister

Original signed by

Joanne Munro
CEO

Message from the Minister and CEO

We are pleased to present the Accountability Report for the Office of Service Nova Scotia (SNS) for April 1, 2015 to March 31, 2016. This report highlights last year's progress in meeting our Statement of Mandate as well as the priorities of the Nova Scotia Government.

Service Nova Scotia delivers a diverse range of programs and services to citizens throughout their lives - from the issuance of birth, marriage and death certificates; service delivery of the land, joint stock companies and motor vehicles registries; consumer protection; licensing and regulation of alcohol and gaming activities; administration of the Heating Assistance Rebate Program; and so much more. Our focus is on providing service excellence to Nova Scotians, while working to reduce red tape and modernize legislation.

This past April, it was announced that Service Nova Scotia will undertake a government-led approach to modernize the registries and drive service excellence. This was a pivotal decision that has set us on a new course to become a public sector service leader. In the coming years our focus will be on transforming the Office to better meet the ever-changing needs of our clients. As well, we will work to position Service Nova Scotia as a leader in service excellence.

Some notable achievements in 2015-16 include:

- A research and analysis initiative was successfully undertaken to inform decision-making and planning related to a government-led transformation of Service Nova Scotia.
- We repealed out-dated legislation, regulations and eliminated unnecessary licensing requirements. All measures which reduce red tape and modernize legislation for the benefit of Nova Scotians. Examples include:
    - Eliminating the requirement for alcohol manufacturers to maintain a separate retail outlet, therefore removing a barrier for these businesses to sell their products.
    - Eliminating the Place of Amusement license for places like community bingo halls, arenas, Royal Canadian Legion branches, Kinsmen Clubs and bowling facilities allowing these businesses and community groups to make better use of their time and money.
    - Eliminating the requirement for sex reassignment surgery to change the sex designation on one's birth certificate, therefore, further protecting transgender Nova Scotians from harassment and discrimination.
    - Changing Casino Regulations to cut red tape and align Nova Scotia with other jurisdictions.
- We continue to offer more services online to Nova Scotians, For example, we launched two new online service bundles which are reducing the time business owners have to spend accessing government information and completing online transactions.
- We introduced free WiFi in all Access Centres so that our clients can access, and learn more about, our online services while providing an enhanced client experience.
- We continue to serve Nova Scotians from birth to death, completing millions of transactions each year in-person, by phone and online. Our team continues to be focused on providing higher levels of service to our clients.

- In conjunction with the Public Service Commission, we introduced new reference and training materials for our staff which will help them better serve Nova Scotians.

These achievements were possible because of the dedication and innovation of the Service Nova Scotia team who work diligently to make sure programs and services are responsive to the needs of our client. We wish to thank them for the work they do each and every day serving Nova Scotians.

Financial Results

Office of Service Nova Scotia		
	2015-2016 Estimate	2015-2016 Actual
Program and Service Area	**($thousands)**	**($thousands)**
CEO Chief Executive Office	280	385
Strategy and Corporate Services	12,495	12,772
Client Experience	39,765	38,912
Program Modernization	28,455	25,443
Total Program Expenses	**80,995**	**77,512**
Ordinary Revenue	(706,678)	(704,796)
Ordinary Recoveries	(2,139)	(521)
Fees and Other Charges	(8,478)	(8,043)
Total Revenue	**(717,295)**	**(713,360)**
TCA Purchase	**9,853**	**3,080**
Provincial Funded Staff	**670**	**616**

VARIANCE EXPLANATIONS

Total Program Expenses

Service Nova Scotia expenditures were $3. 5 million or (4.3%) lower than estimate, primarily due to underspending in the following areas: $1.3 million Heating Assistance Rebate Program (due to fewer program applicants); $1.0 million Petroleum Product Volume Tracking (project delayed); and $1.2 million net temporary staff vacancies and general operating savings.

Total Revenues

Service Nova Scotia's revenues were $3.9 million (0.5%) lower than estimate, primarily due to reduced Motive Fuel Tax $7.8 million and Tobacco tax $0.8 million, offset by increases in Corp Capital Tax $1.3 million, Registry of Motor Vehicles $3.1 million, and fines $1.4 million, and other registration revenue $0.9 million, as well as reduced recoveries for Petroleum Product Volume Tracking delayed to 2016-17 $1.0 million, reduced Fees for Petroleum Product Pricing Act $0.5 million and Geographic Services transferred to Department of Internal Services $0.5 million

TCA Expenditure Analysis

TCA expenditures were lower than planned by $6.8 million due to deferred implementation of some activities in NS Online $6.1 million, and the Collision Data Management System $0.7 million.

Funded Staff

Delays in filling vacancies account for lower than planned (54) FTEs.

Measuring our Performance

Outcome	Objective	Measure	2015-16 Target	2015-16 Result	Activities and Impacts
Effective delivery and enforcement of regulations, registrations, licensing & permitting	Be a leader in red tape reduction	# of red tape reductions	10	8	Two initiatives planned for 2015/16 were delayed. They will be completed in 2016/17. Completed initiatives include: repeal of redundant legislation and regulations, elimination of certain licensing requirements, and introduction of new online service bundles. **Impact:** bundling services and increased online delivery is having a positive impact on client experience. Impact tracking measures will be introduced in 2016/17
Deliver high quality government services to business	Offering client-centric self-serve options	NS Online - increase in registered users	Increase by 10%	61,413 users Up 34%	15,619 new users registered in 2015/16, which was an increase of 34.11% and well above the annual target. **Impact:** increased usage of NS Online services is improving service delivery. Impact tracking measures will be introduced in 2016/17
Deliver the programs and services Nova Scotians need in the most cost effective manner	Contribute to helping balance the budget and achieve ongoing fiscal sustainability	Reduce operating expenses	$500k	$500k	Consolidation of office space resulted in savings. SNS is piloting Lean Six Sigma activities and began training staff to Yellow and Green Belt levels in 2015/16. **Impact:** Pilot projects are underway and a culture of continuous improvement is a key priority going forward.

Outcome	Objective	Measure	2015-16 Target	2015-16 Result	Activities and Impacts
Ensure that Service Nova Scotia delivers its mandate with excellence	Service Excellence will improve service delivery standards and ensure that we are meeting or exceeding client expectations	# of service excellence initiatives that are mapped	6	6	Process mapping was undertaken in a number of programs to enhance understanding of client requirements. Front line staff received improved reference and training materials. **Impact:** Process and program mapping are enabling redundant activities to be removed and increasing efficiency.
		% of calls answered within 20 seconds	70%	50%	Robust data-gathering systems are being put in place to accurately assess this performance measure. **Impact:** measurement has led to a detailed analysis and recommendations will be implemented to meet service standards.
		% of customers served within 20 minutes	80%	68.5%	Robust data-gathering systems are being put in place to better assess this performance measure. **Impact:** measurement has led to improved workforce management and scheduling in 2016/17.

Appendix A

Annual Report under Section 18 of the Public Interest Disclosure of Wrongdoing Act

The Public Interest Disclosure of Wrongdoing Act was proclaimed into law on December 20, 2011.

The Act provides for government employees to be able to come forward if they reasonably believe that a wrongdoing has been committed or is about to be committed and they are acting in good faith.

The Act also protects employees who do disclose from reprisals, by enabling them to lay a complaint of reprisal with the Labor Board.

A Wrongdoing for the purposes of the Act is:

a) a contravention of provincial or federal laws or regulations
b) a misuse or gross mismanagement of public funds or assets
c) an act or omission that creates an imminent risk of a substantial and specific danger to the life, health or safety of persons or the environment, or
d) directing or counselling someone to commit a wrongdoing

The following is a summary of disclosures received by the Office of Service Nova Scotia

Information Required under Section18 of the Act	Fiscal Year 2015-2016
The number of disclosures received	Nil
The number of findings of wrongdoing	Nil
Details of each wrongdoing (insert separate row for each wrongdoing)	Nil
Recommendations and actions taken on each wrongdoing (insert separate row for each wrongdoing)	Nil

There were no Disclosures of Wrongdoing received by the Office of Service Nova Scotia in 2015-16.